

# **Social Skills**

## **HEALTH MAINTENANCE SKILLS**

Making a Doctor's Appointment on the Phone

Asking Questions about Medications

Asking Questions about Health-Related Concerns

Complaining about Medication Side Effects

Requesting a Change in Your Medication Dosage

Asking about a New Medication You Have Heard About

Reporting Pain and Other Physical Symptoms

# Social Skills

## Making a Doctor's Appointment on the Phone

- Step 1.** Identify yourself or give your name.
- Step 2.** Tell the person that you would like to make an appointment to see the doctor.
- Step 3.** Listen to the person's response. Be ready to provide any information that the person may ask for.
- Step 4.** Repeat back the time and date of the appointment given to you and then thank the person for their help.

# Social Skills

## Asking Questions About Medications

- Step 1.** Choose a person to speak to, such as a case manager, a nurse, a doctor, or a family member.
- Step 2.** Ask the person your question about medication. Be specific.
- Step 3.** If you do not understand the person's answer, ask more questions.
- Step 4.** Thank the person for their help.

# Social Skills

## Asking Questions About Health-Related Concerns

- Step 1.** Choose a person to speak to, such as a case manager, a nurse, or a doctor.
- Step 2.** Ask the person your question.
- Step 3.** If you do not feel comfortable with the person's answer or if you do not understand, ask more questions.
- Step 4.** Thank the person for their help.

# Social Skills

## Complaining about Medication Side Effects

- Step 1.** Choose a person to speak to, such as a staff member, a nurse, a doctor, or a family member.
- Step 2.** Tell the person you are concerned that you may be experiencing side effects from your medication.
- Step 3.** Describe the symptoms you are experiencing.  
Remember to be specific.
- Step 4.** If you are speaking to a medical person, ask for advice about how to handle the symptoms. If you are speaking to a nonmedical person, ask for help in setting up a medical appointment.

# Social Skills

## Requesting a Change in Your Medication Dosage

- Step 1.** Choose an appropriate person to speak to (e.g., a nurse or doctor).
- Step 2.** Explain why you want a change in your medication dosage.
- Step 3.** Discuss the advantages and disadvantages of changing your medication dosage.
- Step 4.** Ask questions if you do not understand what is being said.
- Step 5.** If you disagree with the advice, suggest a compromise.

## Social Skills

### Asking about a New Medication You Have Heard About

- Step 1.** Tell your doctor that you have heard about a new medication called\_\_\_\_\_.
- Step 2.** Ask your doctor if they think that this medication may be helpful for you.
- Step 3.** Discuss the pros and cons of changing to a new medication.
- Step 4.** Listen carefully to what the doctor says.
- Step 5.** Let the doctor know what you think.

# Social Skills

## Reporting Pain and Other Physical Symptoms

- Step 1.** Choose an appropriate person to speak to.
- Step 2.** Tell the person that you are not feeling well.
- Step 3.** Describe the symptoms (e.g., pain, dizziness) to that person.
- Step 4.** Listen to that person's response and ask for help if you need it.